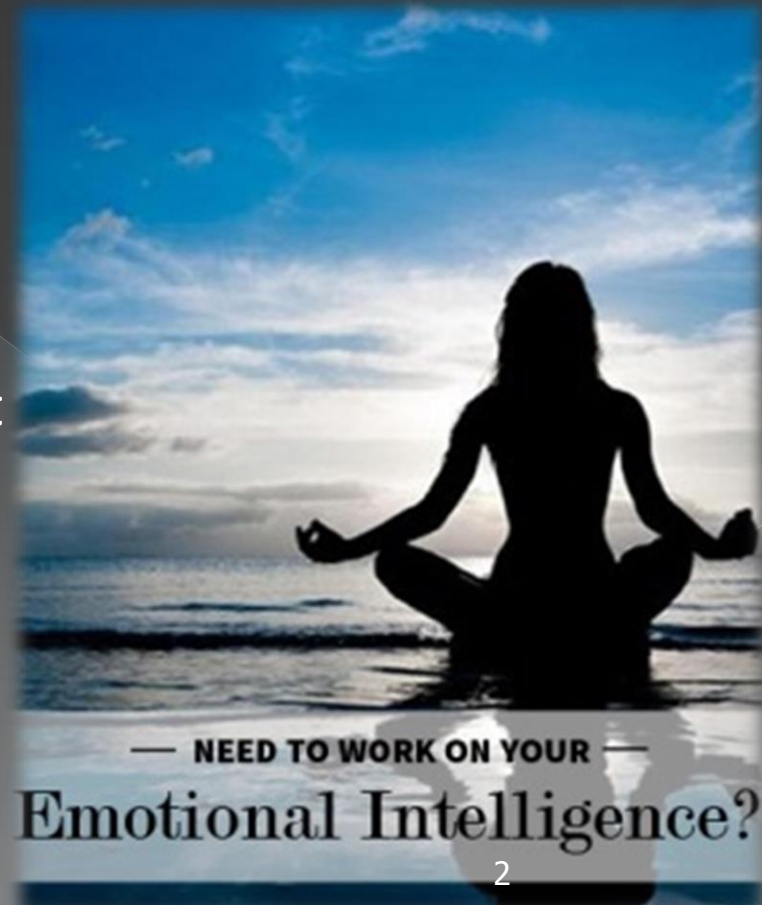


Emotional Intelligence

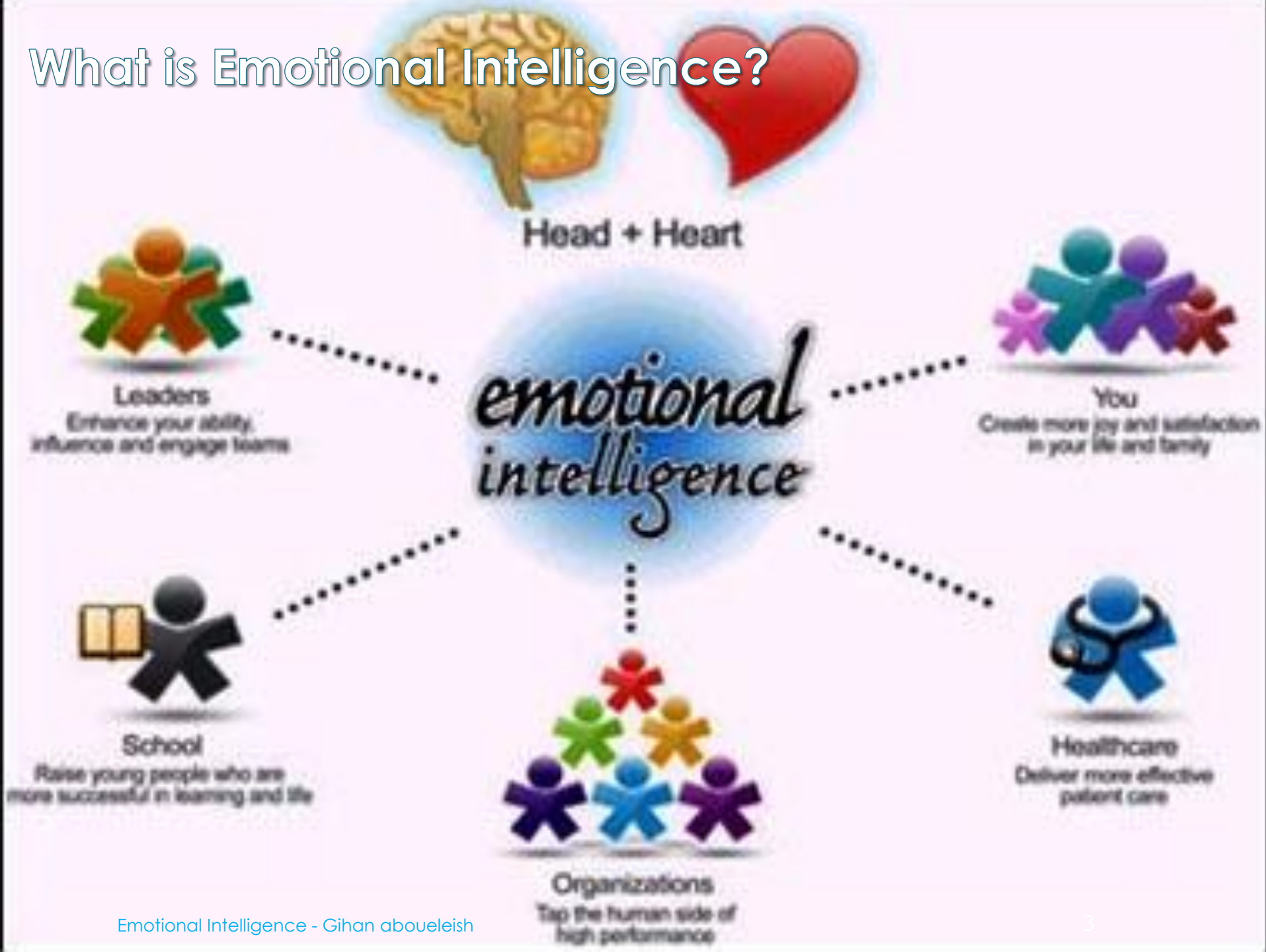
By; Gihan aboueleish

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- ❖ IQ vs. EQ
- ❖ Components of Emotional Quotient.
- ❖ Characteristics of Emotional Intelligent People
- How to Increase Your EQ?
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- ❖ Implementation



What is Emotional Intelligence?



What is Emotional Intelligence?

- ❖ Emotional intelligence is a person's ability to understand their own emotions, the emotions of others, and to act appropriately using these emotions.
- ❖ Emotional intelligence never stops growing. Because we are always evolving as people, EQ is something that must be nurtured.

1. Self-awareness:

Recognizing Internal Feelings

- Recognizing how someone is feeling, without them having to say anything.
- Using your gut feeling to guide decisions.

WHAT MATTERS MOST
IS HOW YOU SEE YOURSELF.



2. Managing Emotions: Finding Ways To Handle Emotions That Are Appropriate To The Situation



3. Motivation:

using self-control to channel emotions toward a goal



4. Empathy:

Understanding The Emotional
Perspective Of Other people

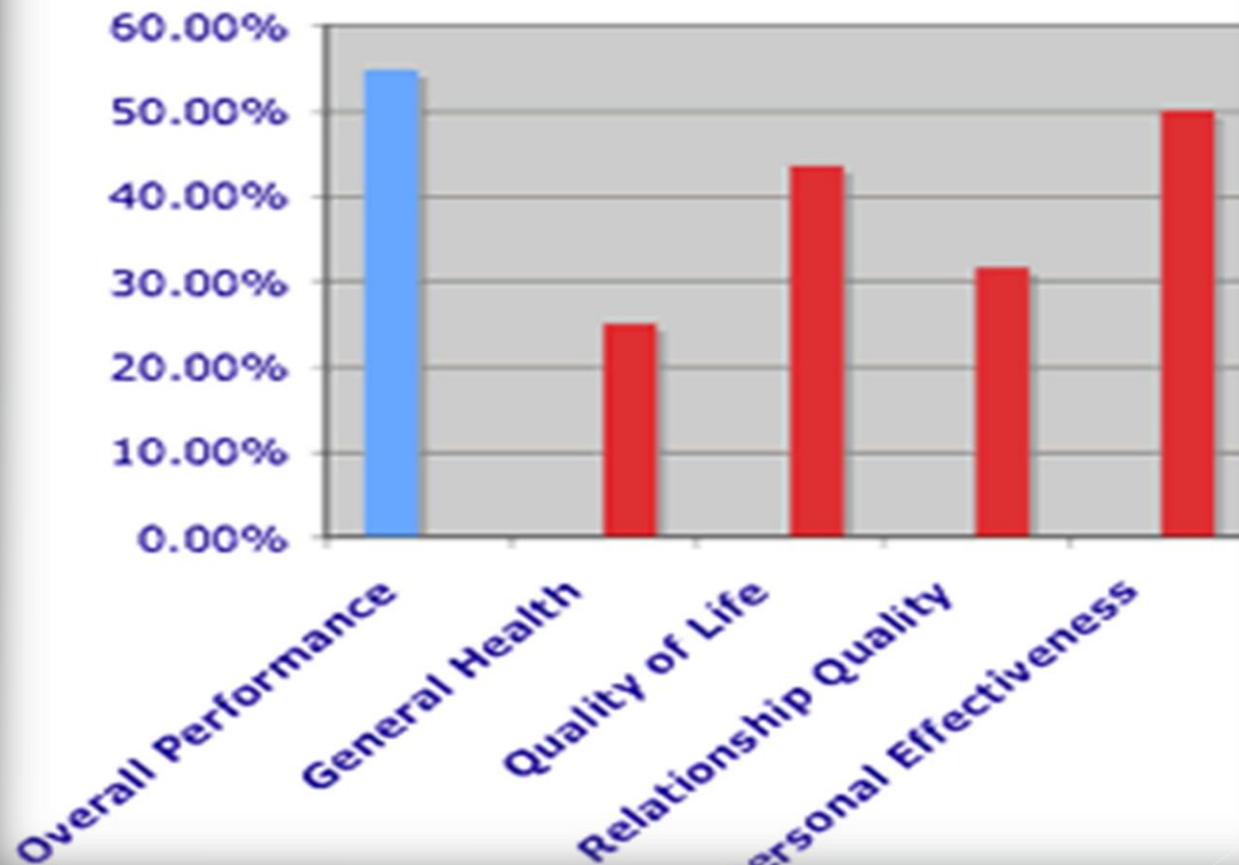


05- Handling relationships; using personal information and information about others to handle social relationships and to develop interpersonal skills



Studies show that those individuals with a high sense of emotional intelligence tend to succeed and excel in different areas of life :

Figure 1: SEI Success Factors



How To Develop A Higher Sense Of Emotional Intelligence?

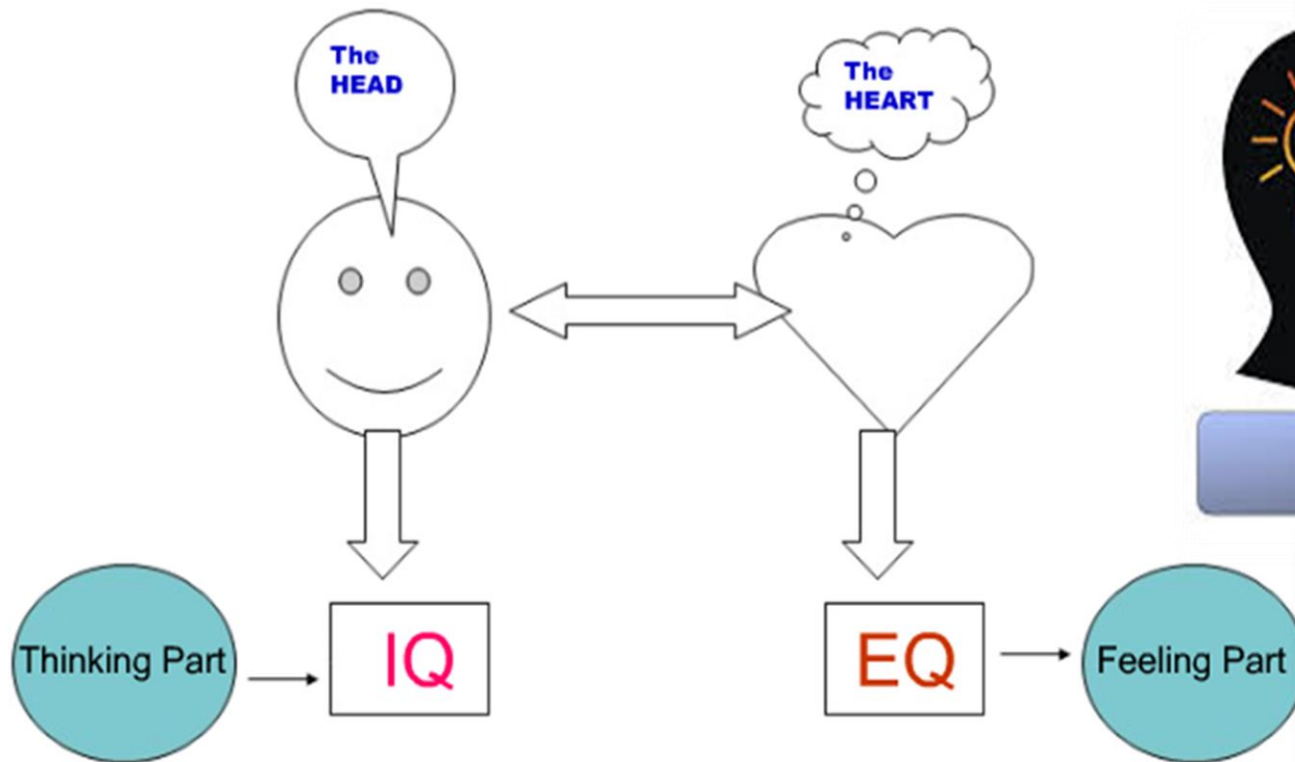
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- ❖ Become emotionally literate; Label your feelings, rather than labeling people or situations. (Say “I feel” instead of “I know”)
- ❖ Distinguish between thoughts and feelings.
- ❖ Take more responsibility for your feelings.
- ❖ Use your feelings to help make decisions
- ❖ Use feelings to set and achieve goals

- ❖ 6. Feel energized, not angry.
- ❖ 7. Validate other people's feelings.
- ❖ 8. Use feelings to help show respect for others.
- ❖ 9. Don't advise, command, control, criticize, judge or lecture to others.
- ❖ 10. Avoid people who invalidate you.

IQ vs. EQ

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THE PERSONALITY



Image: Elineviken Consulting 2012

How IQ Differs?

❖ IQ

- ❖ Measure of an individual's personal information bank
- ❖ Memory, vocabulary and visual motor skills
- ❖ IQ is set and peaks at age 17
- ❖ Remains constant through adulthood

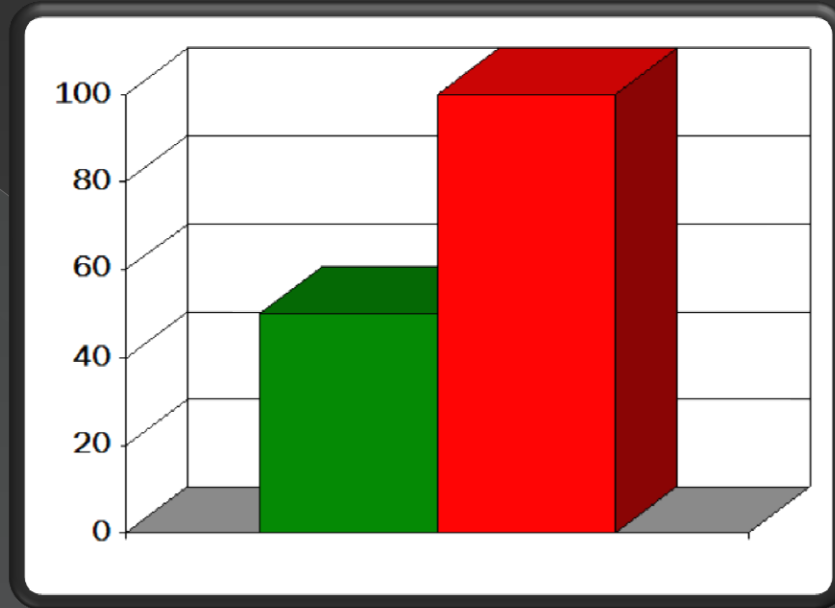
IQ vs. EQ

❖ EQ

- ❖ Not fixed
- ❖ Can be improved throughout life

❖ IQ

- ❖ Established by mid-teens
- ❖ Can't increase
- ❖ Predicts only 10% – 20% of life success



- ❖ 90% of the success of outstanding leaders is attributable to emotional intelligence (EQ), which is twice as important than intellectual intelligence (IQ).

Components of Emotional Quotient

- ❖ **Intrapersonal** — Self-regard, emotional self awareness, independence, self-actualization.
- ❖ **Interpersonal** — Empathy, social responsibility, interpersonal relationships.
- ❖ **Adaptability** — Reality-testing, flexibility, problem-solving.
- ❖ **Stress management** — Stress tolerance, impulse control
- ❖ **General Mood** — Optimism, happiness

Emotional Intelligence Chart



Emotional Intelligence Map

25 Competencies divided into 5 Dimensions

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Self-Awareness

- Emotional Awareness
- Accurate Self-Assessment
- Self-Confidence

Self Management

- Self Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Innovation

Motivation

- Achievement Drive
- Commitment
- Initiative
- Optimism

Empathy

- Understand Others
- Developing Others
- Service Orientation
- Leveraging Diversity
- Political Awareness

Social Skills

- Influence
- Communication
- Conflict Management
- Leadership
- Change Catalyst
- Building Bonds
- Collaboration & Cooperation
- Team Capabilities

Self Awareness

- ❖ Intrapersonal skills (ability to understand and apply personal emotional
- ❖ Self regard
- ❖ Emotional self awareness
- ❖ Assertiveness
- ❖ Independence
- ❖ Self actualization

Self Management

Interpersonal skills (people skills)

- Stress management
- Stress tolerance
- Impulse control

Social Awareness

Interpersonal skills (people skills)

- ❖ Empathy
- ❖ Social responsibility

Social Management

- ❖ Interpersonal relationships (ability to establish and maintain mutually beneficial relationships noted for their intimacy.
- ❖ Adaptability
- ❖ Reality testing
- ❖ Flexibility
- ❖ Problem solving

The Structure of Emotional Competence

**Personal
Competence**

***Emotional
Competence***

**Social
Competence**

**Self
Awareness**

- Emotional self-awareness
- Accurate self-assessment
- Self-confidence

**Self
Management**

- Emotional self-control
- Transparency
- Adaptability
- Achievement orientation
- Initiative
- Optimism

**Social
Awareness**

- Empathy
- Organizational awareness
- Service orientation

**Relationship
Management**

- Developing others
- Inspirational leadership
- Change catalyst
- Influence
- Conflict management
- Teamwork and collaboration

Characteristics of Emotional Intelligent People

- ❖ Knowing one's feelings
- ❖ Managing emotions & feelings appropriately
- ❖ Able to motivate self
- ❖ Ability to persist in face of frustrations
- ❖ Ability to control impulses & delay gratification
- ❖ Ability to empathize with others
- ❖ Capacity to HOPE
- ❖ Social competencies

How to Increase Your EQ?

- ❖ Conduct a “personal inventory.”
- ❖ Analyze the setting & identify skills needed.
- ❖ Enlist trusted friends.
- ❖ Focus on a few competencies.
- ❖ Practice, practice, practice.
- ❖ Be observant and reflective.
- ❖ Don't expect immediate results.
- ❖ Learn from your mistakes.
- ❖ Acknowledge your successes.

EQ Value

- ❖ Creativity
- ❖ Stress Management
- ❖ Decision Making
- ❖ Relationship Building
- ❖ Can be enhanced
- ❖ What else is important to you?

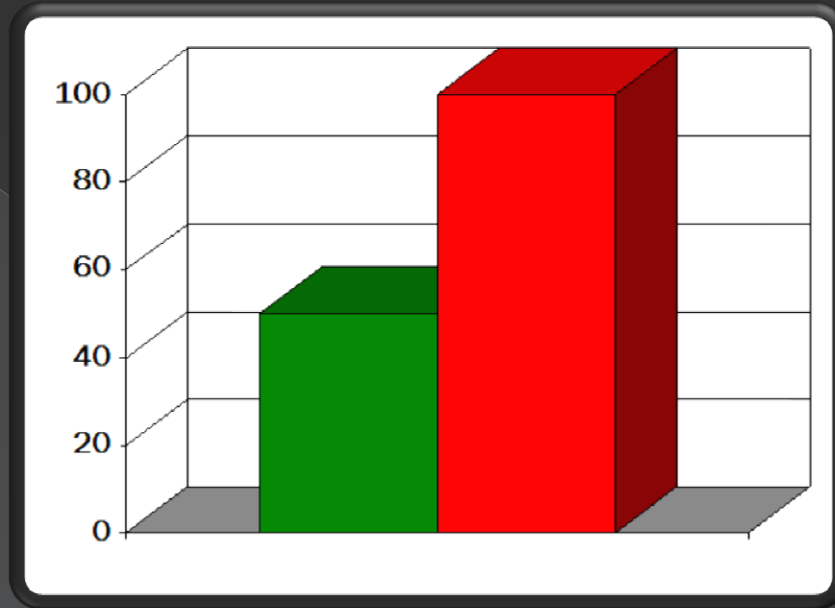
Developing EQ ; Four Quadrants Model

	Self	Others
Awareness	<p>Quadrant 1</p> <p>Emotional Self Awareness</p> <ul style="list-style-type: none"> • Who am I and what are my potential areas of development. 	<p>Quadrant 3</p> <p>Social Awareness</p> <ul style="list-style-type: none"> • How can I transcend my perspective so that I can understand and value others.
Actions	<p>Quadrant 2</p> <p>Emotional Self Control</p> <ul style="list-style-type: none"> • How can I self regulate my emotions so I can be right and effective 	<p>Quadrant 4</p> <p>Social Skills</p> <ul style="list-style-type: none"> • How do I build teams and create constructive work relationships.

EQ in Action – Group exercise

Form groups of 4 Each member select a question:

- A. I am impatient with people who are different from me: Social Awareness
 - B. I can express my negative feelings without offending others: Emotional Self Control
 - C. It is hard for me to ask for what I want: Emotional Self Expression
 - D. I like it when others recognize that I have won the argument: Social Skills
- Your question is related to which of the 4 dimensions?
 - How would you answer the question- very true, true, not true, not at all true of you?



90% of the success of outstanding leaders is attributable to emotional intelligence (EQ), which is twice as important than intellectual intelligence (IQ). ●

Importance

"The winds and waves are always on the side of the best navigators." (Vincent Van Gogh)

❖ Over past two decades children have become more:

- ❖ Depressed and Lonely
- ❖ Impulsive and disobedient
- ❖ Nervous, prone to worry and irritable
- ❖ Prone to eating disorders

❖ What are some possible causes?

- ❖ Parents have less free-time with their children
- ❖ Less relatives in children's life these days
- ❖ Both parents often work
- ❖ There is more TV watching and computer games

Why is EQ
so
Important

EQ scores help predict;

EQ SCORES HELP DISCRIMINATE BETWEEN:

Prisoners and a local normative sample

Successful and unsuccessful alcohol

treatment participants

Therapists and their clients

- ❖ Academic drop out
- ❖ Ability to cope with severe medical condition
- ❖ Aggression in the work place
- ❖ Suicide attempts
- ❖ Ability to recover from mental illness

Implementation

"Don't forget that little emotions are the great captains of our lives." (Vincent Van Gogh)

Characteristics of a low EQ Person



"If only I had a different job"

"If only I had finished graduation"

"If only I had been handsome/beautiful ..."

"If only my spouse had stopped drinking ..."

"If only I had been born rich and famous..."

"If only I had good contacts..."

"If only I had better friends ..."

"If only I had married someone else ..."



Characteristics of a High EQ Person

A time to be aggressive and a time to be passive,

A time to wait and a time to watch,

A time to be together and a time to be alone,

A time to fight and a time to love,

A time to work and a time to play,

A time to cry and a time to laugh,

A time to confront and a time to withdraw,

A time to speak and a time to be silent,

A time to be patient and a time to decide.



Or
Are
you on
the
happy
side?

Are
you
on
this
side?

Analyze yourself

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Don't worry if you are a person with "LOW EQ", we have a solution for you!

Top 9 Suggestions for developing Your EI

- ❖ Become emotionally literate. Label your feelings, rather than labeling people or situations
- ❖ Distinguish between thoughts and feelings.
- ❖ Don't advise, command, control, criticize, judge or lecture to others.
- ❖ Take more responsibility for your feelings.
- ❖ Use your feelings to help make decisions.
- ❖ Use feelings to set and achieve goals.
- ❖ Feel energized, not angry.
- ❖ Use feelings to help show respect for others.
- ❖ Validate other people's feelings, avoid people who invalidate you.

Bottom line:

Emotional Intelligence is, therefore an ability to:

- ❖ Understand the need and feelings of oneself and other people
- ❖ Manage one's own feelings.
- ❖ Respond in an appropriate way

Thank You